

Message

From: Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MASSMAIL-01/CN=RECIPIENTS/CN=JAMES.HANCHETT]
Sent: 3/7/2012 4:31:11 PM
To: 'Mary Wiseman' [marym@oit.umass.edu]
Subject: RE: Phone Upgrade?

Thanks,

Jim

From: Mary Wiseman [mailto:marym@oit.umass.edu]
Sent: Wednesday, March 07, 2012 11:30 AM
To: Hanchett, James (DPH)
Subject: RE: Phone Upgrade?

Ok, I'll put in trouble tickets so they'll get upgraded.

Thanks, Mary

From: Hanchett, James (DPH) [mailto:james.hanchett@state.ma.us]
Sent: Wednesday, March 07, 2012 11:29 AM
To: Mary Wiseman
Subject: RE: Phone Upgrade?

They sometimes lose phone calls and ring with nobody on the line.

Thanks,

Jim

From: Mary Wiseman [mailto:marym@oit.umass.edu]
Sent: Wednesday, March 07, 2012 9:39 AM
To: Hanchett, James (DPH)
Subject: RE: Phone Upgrade?

Hi Jim, we can upgrade them at no charge. And we are upgrading all the 601's building by building.

It may be easier just to put in a trouble ticket and have them replaced that way.

Is there a specific problem with them that I can put on the trouble ticket?

Mary

From: Hanchett, James (DPH) [mailto:james.hanchett@state.ma.us]
Sent: Tuesday, March 06, 2012 10:15 AM
To: 'Mary Wiseman'
Subject: Phone Upgrade?

Hi Mary,

Are the old beige 601 phones being upgrade to the newer phones? We have 2 #545-2607 and # 545-5991 that are old and not functioning very well that should be upgraded.

Jim Hanchett
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